

EVENT NOTIFICATION

To: Qwest Wholesale Customers
From: Qwest IT Wholesale Systems Help Desk
Date: 04/02/03
Subject: System Event Notification

☒ Initial

☐ Update

☒ Closure

This Event Notification is sent to advise you that Qwest had experienced trouble with the below system:

PCRM Ticket Number: 6195278

ISC Ticket Number:

Event Onset

Time: 2:00 MTN

☐ AM ☒ PM

Date: 04/02/03

System/Application:

Ticket Severity: 3

Description of Trouble: CLEC may receive EMI record type 100119 for "I-Called" record pay per use feature instead of record type 100118.

Business Impact: CLEC may receive EMI record type 100119 for "I-Called" record pay per use feature instead of record type 100118.

Qwest Proposed Work Around: None required. Record type for "I-Called" record pay per use feature should be considered 100118 in all instances.

IMA-GUI	<input type="checkbox"/>
IMA-EDI	<input type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other: CRIS	<input checked="" type="checkbox"/>

Client Region:

Eastern	<input checked="" type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input type="checkbox"/>

Estimated resolution Time: MTN ☐ AM ☐ PM Date: TBD

Event Closure Resolution: Trouble to be resolved in patch – Date TBD

Time: 2:00 MTN

☐ AM ☒ PM

Date: 13:30

☒ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.